

**QUALITY MANAGEMENT POST TEST**

1. The President/CEO is ultimately responsible for overseeing the Quality Management Program at Pike Community Hospital. (Circle the correct answer)
 

True	False
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2. Who participates in Performance Improvement activities at the Hospital? (Circle the correct answer)
  - a) Senior Management
  - b) Board of Trustees
  - c) PCH Employees
  - d) Department Managers and Supervisors
  - e) All of the above
  
3. List three objectives of the Quality Management Program:
  - a) \_\_\_\_\_  
\_\_\_\_\_
  - b) \_\_\_\_\_  
\_\_\_\_\_
  - c) \_\_\_\_\_  
\_\_\_\_\_
  
4. What is the name of the performance improvement model we use?
  - a) FMEA
  - b) RCA
  - c) FOCUS PDCA
  - d) Control Chart
  
5. In order to be a high quality healthcare provider, it is that important that we identify the needs and expectations of our customers. We can then develop indicators to measure our success in meeting those needs and expectations. First of all, though, we need to know who our customers are. Who are some of our key customers? (List three)
  - a) \_\_\_\_\_
  - b) \_\_\_\_\_
  - c) \_\_\_\_\_

**ACKNOWLEDGMENT STATEMENT** By signing this completed evaluation, I acknowledge having received my training on Quality Management. I understand that it is MY responsibility to read the Self-Study Guide and answer the evaluation questions on MY own.

\_\_\_\_\_  
Printed Employee Name

\_\_\_\_\_  
Department

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date